

MEMORANDUM

TO: Chairman Sara Kyle
Director Eddie Roberson
Director Pat Miller
Director Ron Jones

FROM: Vivian Michael-Wilhoite
Chief, Consumer Services Division

DATE: July 17, 2006

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JUNE¹

| | | |
|---|-------------------|--------|
| Regulated utility complaints received and investigated in June: | 99 | |
| Non-regulated complaints received and investigated in June: | 11 | |
| Number of follow-up investigations made in June: | 322 | |
| Year-to-date regulated utility complaint total: | 655 | |
| Number of Telemarketing complaints investigated in June: | 42 | |
| Year-to-date Telemarketing complaints: | 217 | |
| Year-to-date total of Tennesseans signed up for Do Not Call Register: | 2,610,050 | |
| Number of active telemarketing solicitors: | 272 | |
| Number of Do Not Call Renewal Applications Approved: | 257 | |
| Number of Do Not Fax complaints investigated in June: | 39 | |
| Year-to-date total of Do Not Fax complaints: | 594 | |
| Year-to-date total TDAP devices ordered: | 779 | |
| Number of calls to MCI Relay Center Intrastate: 30,928 | Interstate: 3,439 | 34,367 |
| Number of calls to Cap Tel Center Intrastate: 6,990 | Interstate: 1,400 | 8,390 |
| Number of Lifeline Applications Approved: | | 34 |
| Number of Link-up Applications Approved: | | 4 |

¹ Data in this report may change as information is updated.

Report will be distributed on the 15th of each month. When 15th falls on weekend, report will be distributed the following Monday.

Regulated Table

(Reflects number of complaints received in June 2006 for Utility 1 & Utility 2)

Telephone Company's

| | |
|---------------|----|
| 1. BellSouth | 47 |
| 2. CenturyTel | 1 |
| 3. Embarq | 12 |
| 4. People's | 1 |
| 5. TDS | 2 |
| 5. United | 1 |

CLECS

| | |
|----------------------|---|
| 1. AT&T Business | 1 |
| 2. Birch | 4 |
| 3. Charter Fiberlink | 1 |
| 4. Nuvox/Trivergent | 1 |
| 5. XO | 1 |

Gas, Water & Electric

| | |
|-----------------------------|---|
| 1. AEP | 1 |
| 2. Atmos | 2 |
| 3. Tennessee American Water | 1 |

Non Regulated Complaints

| | |
|-------------------------------|---|
| 1. Access Integrated Networks | 2 |
| 2. AOL Internet Service | 1 |
| 3. BellSouth | 6 |
| 4. Birch | 1 |
| 6. Jackson Energy Authority | 1 |
| 6. Vonage | 1 |

Resellers

| | |
|-----------------------------|---|
| 1. Americatel | 1 |
| 2. Cinergy | 1 |
| 3. Excel | 1 |
| 4. ITC | 2 |
| 5. Qwest | 1 |
| 6. US Telecom Long Distance | 1 |

Long Distance Companies

| | |
|---------------------|---|
| 1. AT&T Residential | 8 |
| 2. BellSouth | 1 |
| 3. MCI | 4 |
| 4. Sprint | 2 |

Billing Agents

| | |
|------------------------------|---|
| 1. Enhanced Services Billing | 3 |
| 2. ILD Telecommunications | 3 |

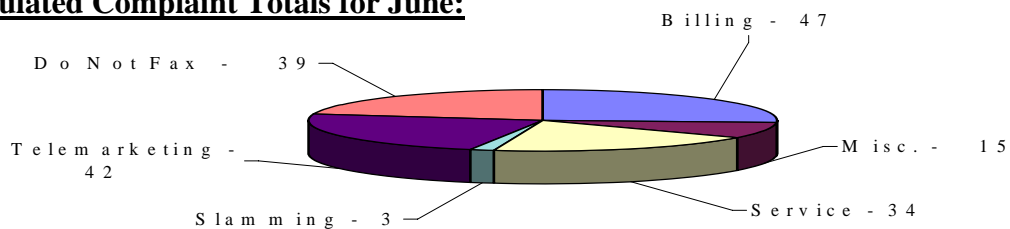
VOIP

| | |
|---------------|---|
| 1. Sun Rocket | 1 |
|---------------|---|

Regulated Complaints for NR Companies

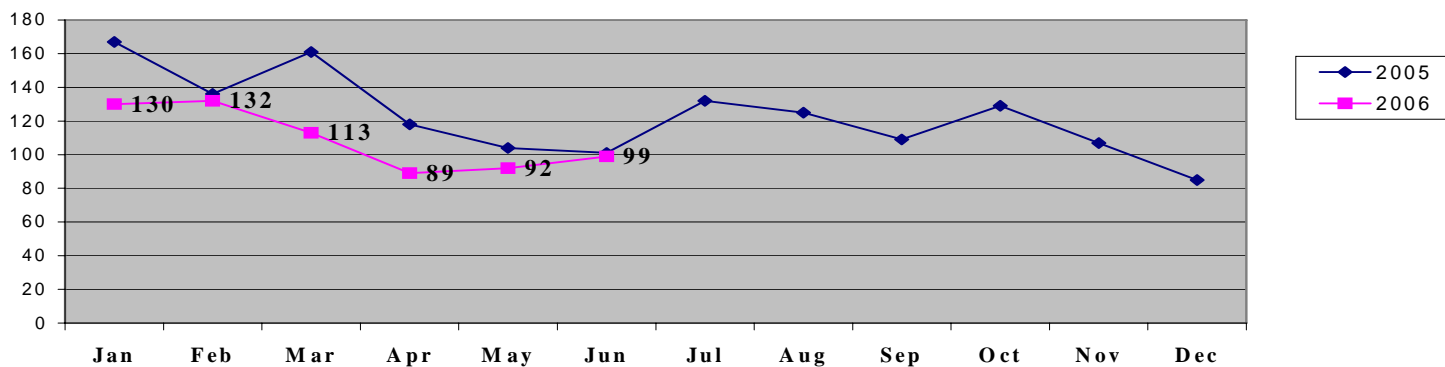
| | |
|-------------------|---|
| 1. Net Page Now | 1 |
| 2. Radical Person | 1 |

Regulated Complaint Totals for June:



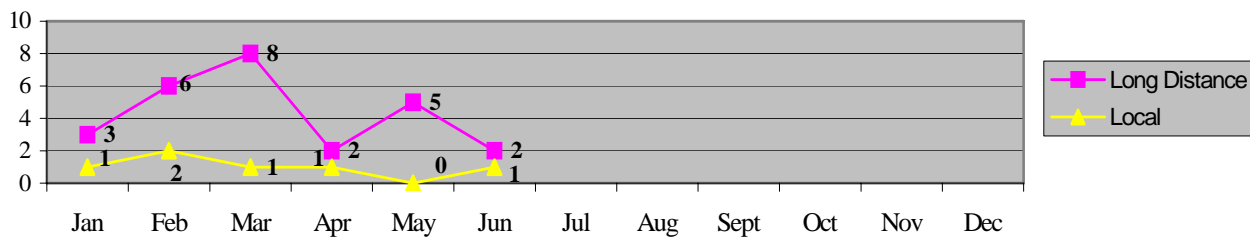
Graph 1

Regulated Utility Complaints:



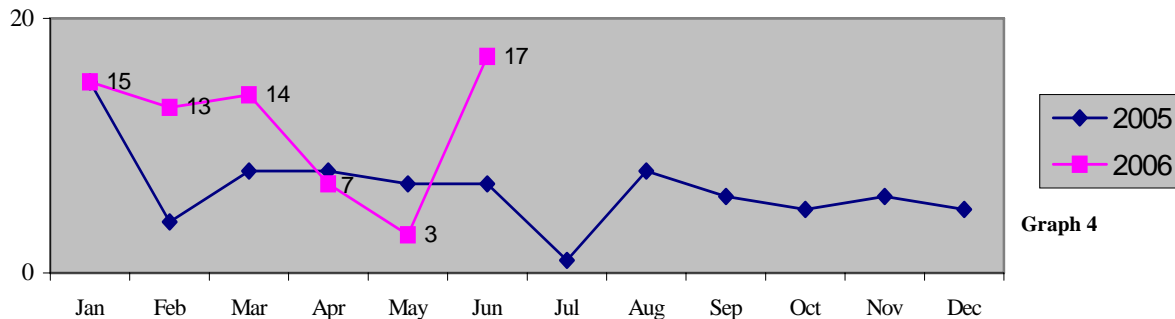
Graph 2

Slamming Totals:



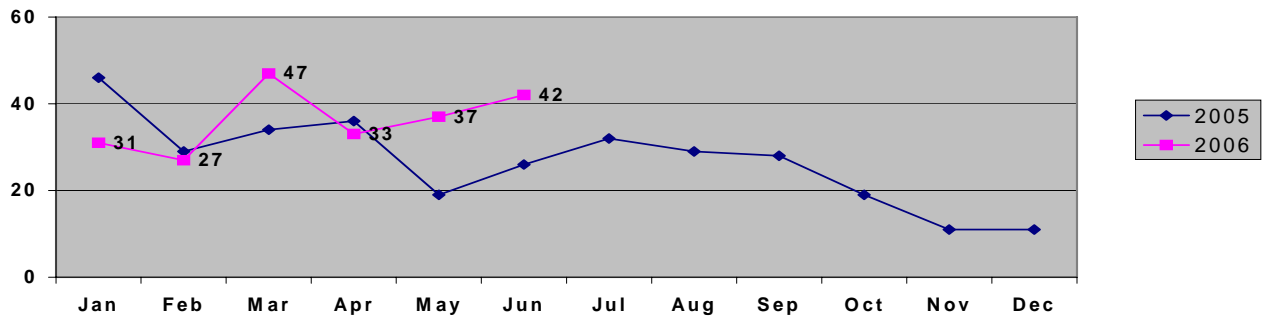
Graph 3

County Wide Calling Complaints:



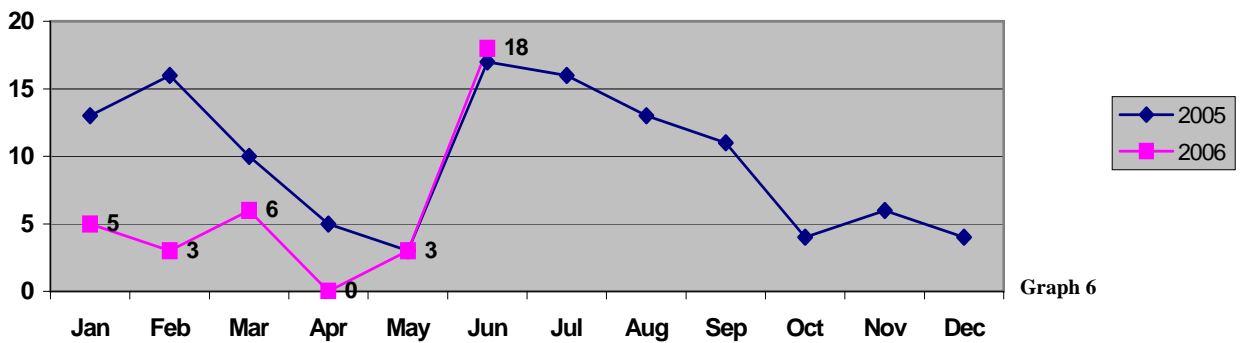
Graph 4

Telemarketing Complaints: (Most Complaints: Capital Funding: 4)



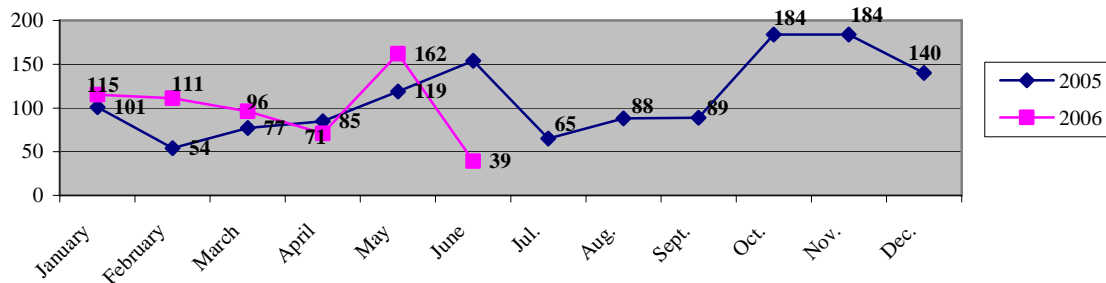
Graph 5

Telemarketing Solicitor New Applications Approved:



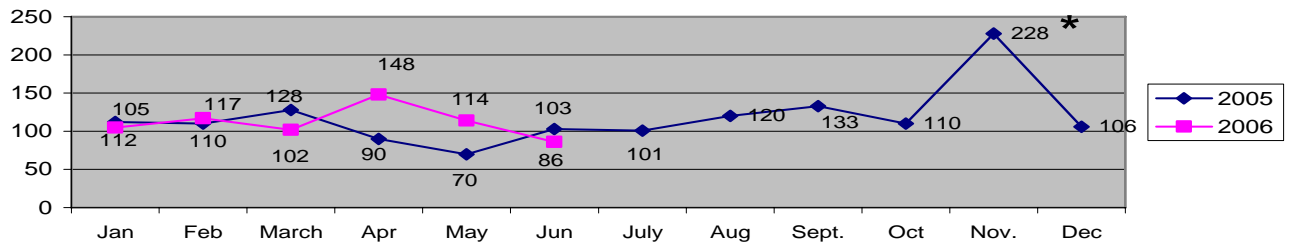
Graph 6

Do Not Fax Complaints:



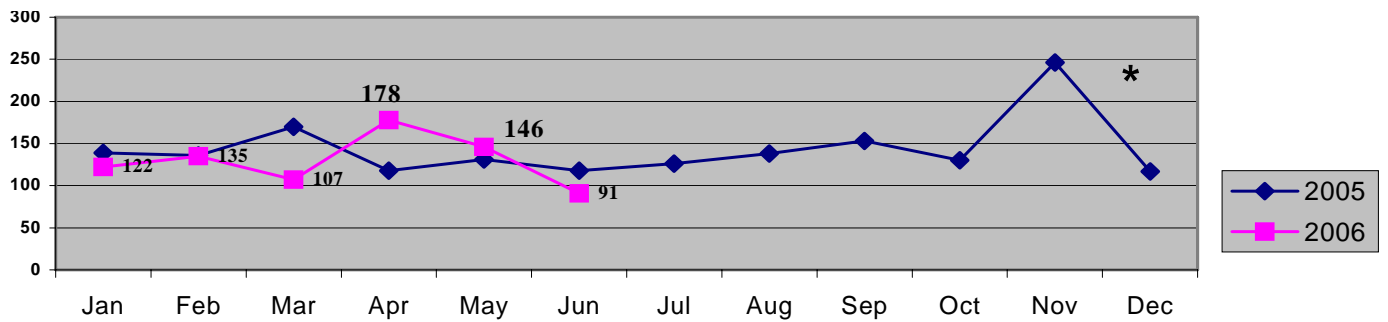
Graph 7

TDAP Applications Approved:



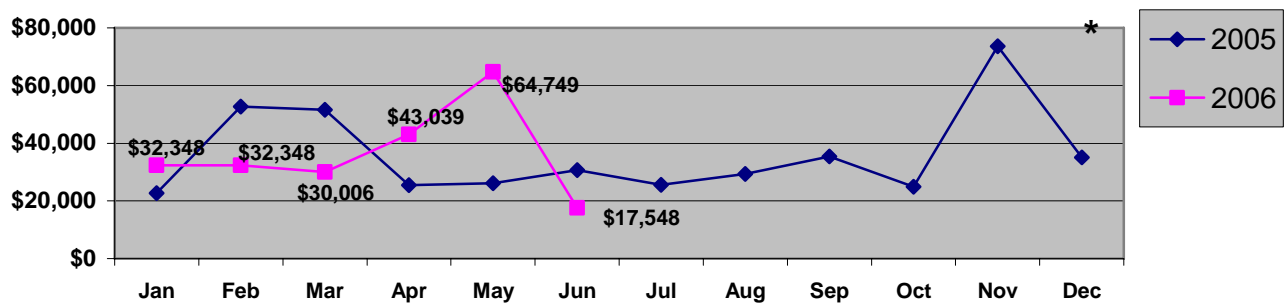
Graph 8

TDAP Devices Ordered



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

* Captel equipment was initially ordered in June 2005.

